5. Regional Communications Centre

- Ensures that the District or Snow Avalanche Technician has been notified of any reported avalanche activity which has affected the highway.

- Refers to the Avalanche Hazard Notification List for road closure situations which do not require an avalanche search and rescue effort. Ensures that specified personnel have been notified.

- Changes multi-message sign(s) proximal to the closure area to read an appropriate message, e.g. Road Closed.

- Fills out the Avalanche Closure Information Sheet.

- If an Avalanche Search and Rescue Plan has been implemented, assists with any communication as requested by the Rescue Leader or Accident Site Commander.

- Refers questions from the media to the official Ministry Spokesperson. Any information offered to the media or public should be consistent with details listed on the Avalanche Closure Information Sheet.

- Ensures that the Regional Manager, Operations and the Public Information Officer have been notified.

2. BOMB OR SABOTAGE CALL

INTRODUCTION

Should the Ministry receive a bomb threat it is important to remember that all communications should be via the telephone and not the radio. The local police department will make all the necessary arrangements for the closure of the structure and search for the explosives. Ministry personnel will not conduct a search unless requested or authorized by the police. No person, vehicle or cyclist is to enter the closed area without police authorization. Do not notify the media or give any information to the media.

IMMEDIATE ACTION

1. First Person - Receiving Call

   - Listen, be calm and courteous.
   - Do not attempt to interrupt the caller.
   - Obtain as much information as you can (see "check list").
   - Initiate call trace action (where possible).
   - Notify your responsible authority by prearranged signal while the caller is on the line, of:
     - name and location of structure;
     - location of bomb;
     - expected time of explosion.
   - Telephone the police and the Regional Highways Director. Give the following information:
     - is it a general sabotage bomb report?
     - is it a timing device?
     - when was the report received?
     - when was the structure closed to traffic?
     - conditions at site (has it been evacuated?).
   - Contact the Provincial Emergency Program (PEP).

Province of British Columbia
Ministry of Transportation
and Highways

EMERGENCY RESPONSE PLAN

1992

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EMERGENCY RESPONSE PLAN
OF
MINISTRY OF TRANSPORTATION AND HIGHWAYS

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1. AVALANCHES

INTRODUCTION

Avalanches occur as a result of unstable snow. The snow failure results from a trigger which may be either natural or artificial. In order for an avalanche to occur the trigger must contain enough energy to overcome the stress/strength relationship within the snowpack.

This Emergency Response Plan should be used in conjunction with the Avalanche Search and Rescue Plan. Avalanche Search and Rescue Plans are located in all District/Regional offices with avalanche areas, in Regional Communications Centres and in the office/vehicle/residences of key Ministry personnel who may become involved in an avalanche search and rescue effort. Avalanche Search and Rescue Plans are also located at Maintenance Contractor depots/offices and with key personnel who may become involved in an avalanche search and rescue effort.

IMMEDIATE ACTION

If an avalanche burial of personnel or vehicles is suspected, immediately contact the Regional Communications Centre to implement the Avalanche Search and Rescue Plan.

If necessary, direct vehicles to an area that is safe from any further avalanche activity.

Be prepared to assist in an avalanche search and rescue effort.

Remain on site as a witness!

If an avalanche burial is not suspected but avalanche debris has been observed on a traveled portion of the highway, notify the District or Snow Avalanche Technician. Methods of contact can be found in either the Radio Call Book or by contacting the Regional Communications Centre. Be prepared to report:

- Location of avalanche (path ID# if known);
- Time of occurrence (approximate);
- Dimensions of the avalanche deposit (width, depth and length);
- Current weather conditions (precipitation type/rate, wind speed/direction and temperatures).

1. The Avalanche Technician will advise the Maintenance Contractor to perform one of the following:

- Clean the deposit off the road, or;
- Begin the process of closing the road.

2. Be prepared to assist in the evacuation of private vehicles from the hazard area if requested to do so by the Avalanche Technician.

3. Notify Regional Communications Centre to advise of the current situation including road closure information if applicable (time of closure and gate locations).

REPORTING SEQUENCE

The Avalanche Technician is responsible for making a recommendation to the District Highways Manager to close a highway affected by an avalanche hazard if the safety of the traveling public is compromised.

Should it become necessary to implement the Avalanche Search and Rescue Plan:

1. The Avalanche Technician or designate will act as the Accident Site Commander;

2. The District Highways Manager or designate will act as the Rescue Leader;

3. The Regional Communications Centre will liaise with the Accident Site Commander and Rescue Leader as well as contact involved outside agencies such as RCMP and Provincial Emergency Program(PEP).

The Maintenance Contractor will initiate a road closure (as a result of a high avalanche hazard) at the request of one of the following personnel:

- Ministry Avalanche Technician
- Ministry Area Manager
- District Highways Manager.

RESPONSIBILITIES

1. Avalanche Technician

   - Activates and participates in an Avalanche Search and Rescue Plan as necessary.

   - Assesses conditions and determines avalanche hazard and snowpack stability levels.

   - Recommends a road closure to the District Highways Manager if the avalanche hazard has been determined to be high.

   - Coordinates the road closure with the Maintenance Contractor. Ensures sweeps have been performed, barrier gates at closure locations have been dropped, and Traffic Control Personnel are in place (where appropriate) before recognizing the hazard area to be secure.

- Determines and performs avalanche control as appropriate. Control work may involve:

  - active control through the use of explosives
  - passive control through road closures. Closures will be maintained until conditions stabilize.

- Notifies District Highways Manager, Ministry Area Manager, Regional Communications Centre and Maintenance Contractor of any change in avalanche hazard level.

2. District Highways Manager

- Determines road closure status according to recommendations from the Avalanche Technician.

- Acts as Rescue Leader should an Avalanche Search and Rescue Plan be implemented.

- Ensures that the Maintenance Contractor, Ministry Area Manager, Regional Communications Centre and appropriate outside agencies have been advised of conditions and are performing their respective duties.

3. Ministry Area Manager

- Assists and participates in the Avalanche Search and Rescue Plan if implemented.

- Liaises with Ministry and non-Ministry personnel (i.e. RCMP, PEP) with regards to road closure and/or search and rescue status.

- Ensures that the Maintenance Contractor mobilizes as specified under the maintenance standard "Snow Avalanche Response" and "Snow Avalanche Safety Measures for Highways Manual" and according to instructions from the Avalanche Technician.

4. Maintenance Contractor

- Is trained and prepared to participate in an Avalanche Search and Rescue if required.

- Provides sweeps between road closure locations, provide traffic control personnel and make all arrangements to maintain the road closure.

- Clears avalanche debris off the highway as instructed by the Avalanche Technician.

- Responds in accordance with the maintenance standard "Snow Avalanche Response" and "Snow Avalanche Safety Measures for Highways Manual" as well as from instructions by the Avalanche Technician.

- Notify the Regional Director when the search is complete.
- The structure will be opened to traffic only upon the Regional Director's final approval.

Bomb or Sabotage Call Check List (as listed in RCMP Form 1205E)

1. Questions to ask:
   - what time will the bomb explode?
   - where is the bomb located?
   - why did you place the bomb?
   - what does the bomb look like?
   - what kind of bomb is it?
   - how big will the explosion be?
   - where are you calling from?
   - what is your name?
2. Note identifying characteristics:
   - sex, estimated age
   - accent
   - voice (loud, soft, etc.)
   - speech (fast, slow, etc.)
   - diction (nasal, lisp, etc.)
   - manner (calm, emotional, vulgar, etc.)
   - background noises
   - is the voice familiar? (specify)
   - was the caller familiar with the area?
3. Exact wording of threat.
4. Record the following information:
   - date
   - time

- duration of the call
- your name
- your section/branch/department
- your immediate supervisor
- your phone number

• Copies of this check list should be kept at the receptionist's telephone, out of the view of the public.

2. **Second Person**

- Inform the supervisor of the call as it occurs.
- Advise the police that the first person is attempting to hold the caller on the line.
- Give the police the name and telephone number of the first person so that they can attempt to trace the call.

3. **Other individuals**

- Conduct a brief search of your immediate area:
  - don't touch anything, report any suspect object.
  - you can be of help by identifying strange or misplaced objects.
  - unlock drawers, cabinets, etc. for search crew.
- Should a device or suspected device be discovered, DO NOT touch or move it. DO NOT assume it is the only one. DO NOTIFY your supervisor immediately.
- Evacuate the building:
  - keep cool, follow instructions of supervisor
  - remember you have a bomb threat plan
  - remove personal property such as lunch containers, briefcases, purses, etc.

REPORTING SEQUENCE

The Area Manager will inform the District Manager and the Regional Director of all developments.

RESPONSIBILITIES

A. ROADS AND BRIDGES

1. **Area Manager**

   - If the Area Manager arrives at the site before the police, they will immediately ensure the Contractor closes the structure to vehicle, cycle, and pedestrian traffic.

   - If the Area Manager arrives at the site after the police, they will immediately make themselves known to the officer in charge. They will offer and give whatever assistance the Contractor has agreed to provide, including assigning personnel to assist in a search.

     Personnel have the legal right to refuse to participate in a bomb search.

   - Informs the District Manager and the Regional Director of all developments.

   - Does not use mobile or portable radio receivers and transmitters within 30.5 metres (100 feet) of the structure. All communication within this distance is to be by word of mouth only.

   - Ensure that the Contractor sets lane closures 1000 metres (3000 feet) away from the structure.

   - No person, vehicle or cyclist is to enter the closed area without authorization from the police.

   - The local police department will make all necessary arrangements for the closure of the structure and search for the explosives.

   - Neither Ministry personnel nor Contractor personnel will conduct a search without a request or authorization from the police.

B. BUILDINGS OR OFFICES

1. **Office Manager**

   - Responsible for the District.

2. **Regional Director**

   - Responsible for the Region.

3. **Assistant Deputy Minister, Finance and Administration**

   - Responsible for Headquarters.

The sequence of procedures shall be followed as outlined under "1. Area Manager" above.

3. BRIDGE COLLAPSE

INTRODUCTION

This chapter covers the collapsing of a Ministry bridge which effects the safety and freedom of movement of the traveling public.

The size of the emergency shall dictate the assignment of names to the various positions listed below. It is the responsibility of each Region and District to have names assigned for the various degrees of emergency.

IMMEDIATE ACTION

1. The Maintenance Contractor notifies the Area Manager and the Regional Communications Centre, then proceeds to perform according to the appropriate maintenance standard.

2. The Area Manager notifies the Contractor (if not already done) and the District Highways Manager, and then ensures the Contractor is responding according to maintenance standard.

3. The District Highways Manager notifies the Area Manager if not already done, then initiates road closure(s) and a response plan.

REPORTING SEQUENCE

The Site Commander reports details and recommendations to the Emergency Response Leader.

The Ministry Spokesperson reports to the Emergency Response Leader for information releases.

The Emergency Response Leader is in charge of the complete response effort.

RESPONSIBILITIES

1. **Emergency Response Leader (District Highways Manager)**

   - Ensures a Site Commander is available and responding to the situation.
   - Approves the initiation of the appropriate response plan.
   - Ensures all others are aware of the plan and are responding accordingly.
   - Prepares media and public statements for the Ministry Spokesperson.
   - Coordinates the efforts of the Site Commander and all other support staff as required.
   - Makes all decisions regarding closures and detours involved.
   - Approves the allocation of resources as required by the Site Commander.
   - Ensures a proper accounting procedure is in place to document events.
   - Ensures enough resources are allocated to deal with the public.
   - Advises senior management of events as required.
   - Liaises with other organizations as required.
   - Conducts a post situation review with all relevant participants.
   - Is to be located in an area reachable by telephone, fax, radio, or in person.

2. **Site Commander**

   - Assesses size and scope of situation.
   - Reports details to the Emergency Response Leader with recommendations.
   - Obtains approval to initiate specific response plan.
   - Coordinates and supervises all on-site resources as required.
   - Requests additional resources as required.
   - Is familiar with the response plan and who is responsible for the various items.
   - Keeps detailed notes as the response plan is implemented.
   - Ensures traffic control, if required, is being performed properly.
   - Ensures Road and Bridge Contractor is fulfilling their obligations.
   - Is familiar with all safety procedures and ensures they are being adhered to.

- Is prepared to participate in a post situation review.

3. Ministry Spokesperson

   - Obtains briefings and updates as required or available from the Emergency Response Leader ONLY unless directed to do otherwise by the Emergency Response Leader.

   - Prepares and distributes information releases for the media, Regional Communications Centre and support staff who are involved with the public.

   - Is prepared to answer inquiries from the public and be interviewed by the media.

   - Ensures consistent, timely, and accurate information is relayed to all groups.

4. Regional Communications Centre

   - Follows the approved response plan and contact lists .

   - Releases information as directed by the Ministry Spokesperson.

   - Relays requests and information as requested by the situation participants.

   - Keeps accurate records of events as they are unfolding.

5. Support Staff

   A. Public Information Officer

      - Prepares information releases as requested by the Emergency Response Leader.

      - Organizes interviews as required.

      - Helps coordinate responses to ensure everyone is receiving accurate, consistent information.

      - Is prepared to assume the role of Ministry Spokesperson upon request.

      - Ensures an up to date media contact list is made available.

   B. Receptionist

      - Is familiar with the participants in the response plan and their roles.

      - Is prepared to give accurate information (obtained from the Ministry Spokesperson) to the public upon request.

   C. Area Manager

      - Is familiar with the response plan and prepared to assume other roles if required.

D. Regional Technical Support

- Is familiar with the response plan and the various roles.
- Provides expert technical information and recommendations to the Emergency Response Leader.
- Is prepared to act as Site Commander if requested.

E. Hired Equipment Clerk

- Should be familiar with and have at their disposal up to date equipment lists and procedures.
- Is aware of who has authority to hire equipment for each plan.

F. Office Manager

- Ensures all personnel under their supervision understand their roles within the response plan
- Is prepared to have alternate personnel for each task if required.
- Ensures efficient tracking and recording procedures are established for all paperwork.

6. Physical Resources

A. Road and Bridge Maintenance Contractors

- Are prepared to respond according to the appropriate standard inclusive of effective traffic control.

B. Materials

- The District should have an up to date list of Ministry materials available and included with the response plan.

4. DAM BREACH

INTRODUCTION

A "dam breach" is a breach in the dam, or any part of the dam, which results in large or rapidly increasing uncontrollable releases of water from the reservoir.

In Regions with several dams (e.g. Region 3) a dam breach may result in a greater catastrophe. For example, a breach in the Mica or Revelstoke Dams would result in the overflow and breach of the Hugh Keenleyside Dam. A breach in the Hugh Keenleyside Dam would jeopardize the City of Castlegar (9 km) and Trail (37 km) downstream, and several smaller communities and settlements on the Columbia River.

Emergency plans for dams involve the use of the Maintenance Contractor's equipment and personnel for evacuating and sealing off lowland areas, and constructing dikes.

IMMEDIATE ACTION

1. The District Highways Office is informed of a dam breach by the Provincial Emergency Program (PEP).

2. The District Highways Office contacts the Contractor, Area Manager and the Regional Communications Centre.

3. The Contractor mobilizes damage patrols, and establishes watches at sensitive areas.

REPORTING SEQUENCE

After being informed of a dam breach, the District Highways Office contacts the Contractor, Area Manager, and the Regional Communications Centre.

RESPONSIBILITIES

1. **Contractor**

   - Responds in accordance with Emergency Maintenance Standards, Chapter VIII.

- Mobilizes damage patrols.

- Establishes watches at sensitive areas.

- Initiates closures where required and establish detours if available.

- Contacts:

  - PEP
  - the police
  - the fire department.

- Under the guidance of PEP, deploys equipment for access restoration and for evacuation purposes where access has been restored.

- Reports changing conditions to the Area Manager, the Regional Communications Centre and the District Highways Manager/Technician.

2. Area Manager

- Confirms the immediate priorities for damage restoration with the Contractor. Communicates this information to the District Highways Manager.

- Advises the District Highways Manager and the Regional Communications Centre of progress in restoring access and in evacuation procedures.

3. District Highways Manager/Technician

- Assesses overall district-wide damage and resources needed to restore access.

- Contacts PEP - determine PEP's immediate priorities.

- Liaises with the Regional Director/Regional Manager, Operations by radio or telephone - establishes immediate priorities.

- Initiates requests for outside assistance.

4. Regional Communications Centre

- Confirms that contact has been made with the following:

  - the District Highways Manager
  - PEP.

- Contacts the Contractor and the Area Manager.

- Contacts District Ferry Operations if applicable.

- Contacts Regional Director/Regional Manager, Operations.

- Maintains contact with the Area Assistant Production Superintendent for BC Hydro, either directly or through the RCMP.

- Contacts the Regional Public Information Officer.
- Contacts the media.
- Contacts the Ministry executive.
- Updates the Road Information System.

5. POTENTIAL DAM BREACH

INTRODUCTION

A "potential dam breach" is any condition that poses an immediate threat to the safety of the dam, or of any part of the dam, which could result in large or rapidly increasing uncontrolled releases of water from the reservoir.

A potential dam breach may require the controlled release of unusually large flows which may cause downstream flooding.

IMMEDIATE ACTION

1. The District Highways Office is informed of a potential dam breach by the Provincial Emergency Program (PEP).

2. The District Highways Manager contacts the Contractor, the Area Manager and the Regional Communications Centre.

REPORTING SEQUENCE

After being informed of a potential dam breach, the District Highways Manager contacts the Contractor, the Area Manager and the Regional Communications Centre.

RESPONSIBILITIES

1. **Contractor**

   - Maintains contact with the Area Manager and the Area Assistant Production Superintendent, BC Hydro (or equivalent for other dam operators), PEP, and the Ministry Regional Communications Centre.

   - Initiates road closure, if necessary.

2. **Area Manager**

   - Assesses availability of repair materials on hand (e.g. Bailey bridges).

   - Authorizes road closure, if necessary.

3. **District Highways Manager**

- Assesses potential district-wide damage and resources needed to restore access.
- Contacts PEP - determines PEP's immediate priorities.
- Liaises with the Regional Director/Regional Manager, Operations by radio or telephone - establishes immediate priorities.
- Initiates requests for outside assistance.

4. **Regional Communications Centre**

- Confirms that contact has been made with the following:
  - the District Highways Manager
  - PEP.
- Contacts the Contractor and the Area Manager.
- Contacts District Ferry Operations, if applicable.
- Contacts Regional Director/Regional Manager, Operations.
- Maintains contact with the Area Assistant Production Superintendent for BC Hydro, either directly or through the RCMP.
- Contacts the Regional Public Information Officer.
- Contacts the media.
- Contacts the Ministry executive.
- Updates Road Information System.

6. DANGEROUS GOODS SPILL ON HIGHWAY

INTRODUCTION

An incident involving a hazardous waste will be treated by the ministry in the same manner as any other dangerous goods incident. Contact with PEP is essential: if the product involved is a hazardous waste, PEP will contact the federal agencies and the provincial Waste Management Branch.

IMMEDIATE ACTION

After being informed of a Dangerous Goods Spill, the Contractor and the Area Manager take the following steps:

1. Contact the Regional Communications Centre.
2. Initiate closures where required with the District Highways Manager's authorization.
3. Contact Provincial Emergency Program (PEP), the police, and the fire department.
4. Follow the coordination directions of PEP.
5. Establish detours, restore road access.
6. If necessary, deploy equipment for civilian evacuation at the direction of PEP.

REPORTING SEQUENCE

The public, the police, or the Contractor contacts the District Highways Office.

If the Contractor was not the source of the report, the District Highways Office contacts the Contractor and the Area Manager.

The Contractor and the Area Manager mobilize to the site and take the following steps:

- assess spill damage
- save lives
- follow procedures in CANUTEC booklet
- seal off and protect site

- report to the Regional Communication Centre
- notify Waste Management
- restore road access

RESPONSIBILITIES

1. **Contractor**

   - Inform the Regional Communications Centre of the incident.

   - Respond in accordance with maintenance standard "Highway Accident Response" section B.1. (c).

   - Contact:
     - the Area Manager
     - Transport Canada Emergency Response Centre (CANUTEC) collect 24 hours - (613) 996-6666.

   - Liaise with response organizations (fire department, PEP).

2. **Area Manager**

   - Confirm the occurrence with the District Highways' Manager and the Regional Communications Centre.

   - Ensure that the Contractor complies with Ministry procedures for dangerous goods spills, as outlined in the CANUTEC booklet and the maintenance standard "Highway Accident Response".

   - Advise the Regional Communications Centre of any closure, and of progress in cleanup procedures.

3. **District Highways Manager**

   - Contact the Regional Office of the Waste Management Branch.

   - Authorize road closure, if necessary.

   - Liaise with the Regional Manager, Operations.

4. **M.O.T.H. Regional Communications Centre**

   - Confirm that contact has been made with the following, in accordance with CANUTEC procedures:
     - the police
     - the fire department
     - the ambulance, if necessary.

   - Contact:
     - PEP
     - the Regional Manager, Operations
     - Regional Public Information Officer

7. DEBRIS TORRENTS

INTRODUCTION

A debris torrent is caused by soil saturation resulting from intense precipitation. The ensuing landslide is restricted to a gully or a creek bed, where it fluidizes, and moves downslope.

IMMEDIATE ACTION

The public, police, or a Contractor's employee reports the debris flow to the District Highways Office. The District Highways Office contacts the Contractor and the Area Manager.

1. The Contractor and the Area Manager mobilize to the site, and take the following steps:

   - damage assessment
   - contact police/fire department
   - seal off the site
   - report to the District Highways Manager.

2. The District Highways Manager advises the Regional Communications Centre of the status of resources, property damage, traffic management and access restoration. Evacuations are the responsibility of the Provincial Emergency Program (PEP).

REPORTING SEQUENCE

The public, police, or a Contractor's employee reports the debris flow to the District Highways Office.

The District Highways Office contacts the Contractor and the Area Manager, who report to the District Highways Manager.

The District Highways Manager advises the Regional Communications Centre.

RESPONSIBILITIES

1. Contractor

   - Mobilizes to the site and respond in accordance with the maintenance standard ,"Earth and Rockslide Response".

   - Installs cones/barricades, establish detours.

   - Posts a slide monitor.

   - Informs the Area Manager of damage to the road system.

   - Informs the Area Manager of traffic delays/road closures.

   - Contacts the District Highways Manager in order that the site may be turned over to senior District management or Ministry specialists for further assessment and planning, access restoration and aerial reconnaissance.

2. Area Manager

   - Confirms the event with the Contractor and the District Highways Manager.

   - Advises the District Highways Manager of the Contractor's progress in restoring access in accordance with the maintenance standard "Earth and Rockslide Response".

   - Advises the District Highways Manager of traffic delays/road closures.

3. District Highways Manager

   - Contacts the Regional Communications Centre regarding damage to the road system and closures.

   - Advises the Regional Communications Centre of restored access.

4. Regional Communications Centre

   - Contacts:

     - the Area Manager
     - the police
     - PEP
     - the District Highways Manager
     - Regional Manager, Operations.

   - Contact may be required with:

     - BC Rail
     - CN Rail
     - CP Rail
     - BC Hydro
     - gas pipeline companies
     - BC Tel.

- Advises the Regional Public Information Officer.
- Advises the media of closure information. The Regional Director will advise staff on further releases of information to the media.
- Contacts the Provincial Communications Centre in Burnaby.
- Contacts the Ministry executive.
- Changes message signs.
- Advises public through the Road Report Network.

8. EARTHQUAKES / TSUNAMI WARNING

A. EARTHQUAKES

INTRODUCTION

The coastal area of British Columbia is located in a major earthquake zone. Minor earthquakes occur frequently in this area and the strong likelihood of a devastating earthquake along the Pacific Coast of the province, at an indeterminate time in the future, continues to grow.

RESPONSE EFFORT

It is expected that Ministry staff will become aware of the earthquake event by being personally affected or by learning of the event through the media.

If the earthquake occurs during off work hours, District and Regional staff, once they determine that their family members are safe and their home is secure, are to contact their supervisor to determine if they are required to report to work.

If the earthquake occurs during working hours staff will be given the opportunity to ensure that family members are safe and their home is secure prior to commencing their response activities.

Ministry staff in conjunction with the Maintenance Contractors will be involved in determining the extent of the damage to the highway infrastructure through reconnaissance patrols of the highway facilities in the affected area. It is essential that a clear picture is obtained of the extent of the area sustaining damage and the nature of the damages in order to effectively focus and coordinate the response effort.

Obviously efforts to ensure public safety must also commence as quickly as possible. Structures that have sustained damage may need to be closed and detours established if available. Fill failures and slope failures which threaten the traveled portion of the highway will need to be delineated and traffic may need to be single lane or detoured. Downed and broken utilities may also present a hazard to the motoring public and will require immediate attention.

Once the picture of the extent and nature of the damage is established the restoration efforts can begin in earnest.

NOTE: Large aftershocks will necessitate caution during the recovery process and may require additional reconnaissance of the highway system to determine if further damage has been sustained.

IMMEDIATE ACTION

Upon learning of an earthquake event that may have affected the highway infrastructure in the district,

1. The Contractor(s) will immediately mobilize their staff and respond in accordance with Chapter VIII of the Emergency Maintenance Standards.

2. The District Highways Manager will immediately mobilize District staff in order to commence the response effort.

3. Area Managers shall contact the District Highways Manager to determine if they are required to report to work. If the media or other sources indicate that damage has been sustained in the Area Manager's contract area then they should immediately commence their response effort.

4. The Regional Communications Centre will notify the Regional Director, Regional Manager Operations, and District Highways Managers in the affected Regions and Districts.

REPORTING SEQUENCE

The Contractor will establish communication with the applicable Ministry Area Managers and keep them and the Regional Communications Centre fully informed of areas sustaining damage and the nature of the damages as they conduct their inspections.

Area Managers should establish contact with the District Highways Manager for direction and contact with the Contractor's Area Supervisor to ensure that the Contractor is responding appropriately to the situation.

Area Managers will report the progress being made to the restoration work to the District Highways Manager and ensure that the Regional Communications Centre is kept informed as well.

The District Highways Manager will contact the Area Managers in the areas affected and have them undertake reconnaissance of the highway system in their areas in order to determine the locations and extent of the damages.

RESPONSIBILITIES

1. Contractor

   - Has area staff initiate an inspection of the highways infrastructure in all of their affected area. Their reconnaissance of the area highway system will commence with the arterial highways and numbered routes.

- Liaises with the District Highways Manager in order to receive direction on how the damage repairs are to be undertaken, by the Maintenance Contractor's own forces, by hired equipment or by contract. Also, there may be a need to establish route recovery priorities in order to aid in the response efforts of other agencies and jurisdictions.

- Mobilizes crews to barricade off and sign sites that present a hazard to the public in conjunction with the inspection of the highway system. Establishes detours around damage sites or institutes lane closures or road closures and provides traffic control at such sites to ensure public safety, where needed.

- Has staff available in the office to take damage report calls from the public and other sources.

2. **Area Manager**

- Undertakes an inspection of the highway system in their areas in order to determine the location and extent of the damages sustained. A joint inspection of the damage sites with the Maintenance Contractors would be advisable if conditions permit.

- Advises the district office of the damage observed and relays the damage information received from the Contractor.

- Details the location of each damage site and nature of the damage sustained.

- Ensures that the damage information is also reported to the Regional Communications Centre.

- As a picture of the nature and extent of the damage begins to clear, discusses with the District Highways Manager the most appropriate means of undertaking repairs at the various sites and identifying those sites that warrant a further review by professional staff in order to identify appropriate repair procedures.

- May, once a determination has been made as to when and how the restoration work is to be undertaken, function as a project manager, and will certainly need to maintain detailed records of the work undertaken in order to ensure prompt processing of accounts.

- Contacts ferry operators, where applicable, for a report of their damage assessment and forward the information to the District Highways Office.

3. **District Highway Manager**

- Arranges to staff the District Highways Office with sufficient personnel so that damage report information can be received from the public and other sources.

- Has staff compile the damage reports received from the Area Managers and forward that information to the Regional Highways Office.

- May need to, depending upon the nature of the damages to the infrastructure, arrange an aerial reconnaissance in order to expedite the assessment of the area sustaining damage and the nature of the damages.

- Calls in and reassigns staff as the situation dictates. If additional staff is required, beyond that available in the District, additional staff should be requested through the Region. Region arranges for additional staff from other districts, Regional Crews or other Regions.

- As a picture of the nature and extent of the damages begins to clear, determines in discussions with the Area Managers the most appropriate means of undertaking repairs; by the Maintenance Contractor, by hired equipment, or by Contract.

- May need to arrange, through Region, for professional staff to undertake detailed reviews of specific damage sites in order to undertake a more detailed assessment of the damages sustained (specifically with respect to structures) and identify the most appropriate repair procedures.

- Advises the Maintenance Contractor of the Ministry's expectations during the response effort and identifies specifically those sites where the Contractor will be expected to undertake the repairs.

- Identifies a Project Supervisor for those sites that are to be repaired via day labour and has District staff call out the necessary hired equipment.

- May need to focus the response effort and establish route recovery priorities in order to aid in the response efforts of other agencies and jurisdictions.

- Ensures that the repair efforts are being well supervised and carried out effectively and efficiently and the appropriate records are kept of the work undertaken in order to ensure the prompt processing of accounts.

- Arranges to have the local police, ambulance service, fire departments, utility companies and affected local levels of government informed of the detours and closures on area roads.

- Ensures that the Region and the Regional Communications Centre receive daily reports on the status of the repairs during the sustained recovery phase, until directed otherwise.

4. Regional Manager, Operations

- Contacts the District Highways Manager to ensure the District's and Maintenance Contractor's response efforts are underway.

- Obtains damage reports from the Districts, compiles and forwards them to the Regional Communications Centre and the Director of Maintenance Services.

- Ensures that the Regional Director is kept informed of the nature and extent of the damages sustained and the status of the response efforts.

- Advises the applicable Zone Manager, Provincial Emergency Program (PEP), of the nature and extent of the damages sustained.

- If called upon by PEP, arranges for the appropriate personnel to staff the Government Emergency Field Operations Centre. MOTH is the primary

agency responsible for undertaking the Transportation Function in the British Columbia Earthquake Response Plan.

- As a picture of the nature and extend of the damages begins to appear, discusses with the District Highways Managers the most appropriate means of undertaking repairs.

- Continues to ensure that the Districts are using the most effective and efficient methods in the restoration of the highway system.

- May need to arrange for additional staff to be assigned to a given District to assist them in their response efforts. The staff will be obtained from other Districts in the Region, Regional Operations and Professional Service Crews or other Regions.

- May be required to arrange, with the assistance of the Regional Manager of Professional Services, for professional staff and/or consultants to undertake detailed reviews of specific damage sites in order to identify the most appropriate repair procedures.

- May need to direct the focus of the District's effort on specific routes in order to aid the response efforts of other agencies and jurisdictions.

- With the assistance of the Public Information Officer, prepares press releases identifying the nature and extent of the damages and the Ministry's response efforts.

- Emphasizes to the District Highways Managers, the need to maintain detailed records of the work undertaken during the recovery process in order to ensure prompt payment of accounts.

- As repair efforts normalize, continues daily contact with the Districts to remain current on the progress being made in route recovery, as necessary.

5. Public Information Officer

- Makes themselves available in the event of an earthquake to perform communication functions as required by the Ministry's Emergency Communication Plan.

- Obtains a briefing on the nature and extent of the damages sustained by the highway system from the Regional Manager, Operations.

- In discussions with the Regional Manager, Operations prepares press releases and forwards to appropriate media in consultation with Headquarters Public Affairs.

- Establishes a media contact service, if conditions warrant.

- Prepares updates of the information being provided to the media at designated intervals.

- Attends meetings to update information that is being provided to the media and the public.

- Arranges meetings between the media and appropriate Ministry personnel.

- Follows established communications procedures with Headquarters Public Affairs officials.

6. Regional Communications Centre

- Receives and compiles road and bridge closures and detour reports for the Contractor and Area Managers.

- Updates Road Reports Information Systems.

- Advises the RCMP, ambulance services, and other emergency services of the closures and detours that are in effect.

- Contacts the Pacific Geoscience Centre, Sidney, 356-6500 for a status report and forecast. Will relay the forecast to the appropriate Regional Directors, Regional Managers Operations, the District Highways Managers, the Area Managers and the Contractors.

B. TSUNAMI WARNING

INTRODUCTION

A tsunami is a series of large waves which are generated by an earthquake or ground displacement at sea. A tsunami causes sudden flooding of coastal areas resulting in damage to structures and topography due to extremely violent wave action. Previous incidents such as the March 27, 1964 tsunami that generated waves to a height of 4.1 meters in Port Alberni demonstrates the significance of the hazard faced in the coastal areas of British Columbia.

IMMEDIATE ACTION

1. In the event of a possible tsunami, the Pacific Tsunami Warning System will provide Tsunami Warning, Warning/Watch bulletins to the Provincial Emergency Program (PEP), who will in turn determine what action needs to be taken and will notify the Regional Communications Centre, if appropriate.

2. A tsunami warning is usually issued six to eight hours in advance of the waves anticipated contact with land. The amount of time available for advance notification is determined by the distance from the site of the event triggering the tsunami to the coastline. The waves can travel at speeds of up to 800 kilometers per hour.

3. PEP has a British Columbia Tsunami Warning Plan in place to ensure potentially affected areas receive advance warning. PEP will also coordinate provincial

assistance requested by local authorities. The basic response effort, where the risk is high, consists of evacuating the areas that are likely to be affected, followed by rescue and recovery operations, as required.

REPORTING SEQUENCE

Upon being informed of the tsunami warning, the Regional Communications Centre will notify the Regional Directors, Regional Manager, Operations, District Highway Mangers, Public Information Officers and the Maintenance Contractors in the areas likely to be affected, which will probably include:

Queen Charlotte Islands
Bella Coola
North Coast (Prince Rupert)
Central Island (Nanaimo, Port Alberni)
Skeena (Terrace)

The Zone Manager of PEP may contact the Ministry if our staff are required to assist in the response effort.

The District Highways Manager will contact the appropriate Area Managers and alert them to the situation and have them stand by, in a safe location, should they be needed.

RESPONSIBILITIES

1. Maintenance Contractor

- Should be aware of the area subject to the Tsunami hazard and should move their personnel and equipment to an area that is deemed to be safe (in excess of 15 meters above sea level) until an "All Clear" bulletin is issued, usually two hours after the estimated time of the arrival of the initial wave.

- Provides traffic control, should a decision be made to evacuate the threatened area

- Responds in accordance with the "Emergency Services" section of the maintenance standards, should the tsunami reach land in an area containing provincial highways

- Once the "All Clear" bulletin is issued, has staff undertake an inspection of all provincial roads and structures within the affected area in order to determine the nature and extent of the damage sustained.

- Institutes lane, road or bridge closures, provides traffic control and establishes detours; should there be damage sustained by the highway infrastructure.

- Advises the appropriate Area Managers of the sites sustaining damage and notifies the Regional Communications Centre of lane, road, bridge closures and detours.

2. **Area Manager**

- Undertakes a joint inspection of the damage sites with the Contractor's staff.

- Once a clear picture of the nature and extent of the damages sustained is established, contacts the District Highways Manager to discuss the most appropriate means of undertaking repairs; by the Maintenance Contractor, hired equipment or contract.

3. **District Highways Manager**

- Discusses the restoration measures that are needed with the Maintenance Contractor and advises them of the repairs that they will be expected to undertake.

- Ensures that the Region is kept informed of the nature and extent of the damages sustained and the actions being taken to affect repairs.

4. **Regional Communications Centre**

- Contacts the Regional Directors, Regional Manager, Operations, District Highway Managers and the Maintenance Contractors in the areas likely to be affected.

- Updates Road Report Information Systems.

9. EXPLOSIVE SPILL BY MINISTRY

INTRODUCTION

The Ministry of Transportation and Highways, Snow Avalanche Programs uses a variety of explosive products in the course of stabilizing avalanche slopes which may threaten public highways.

This chapter fulfills requirements of the Transportation of Dangerous Goods Act and Regulations. It deals specifically with actions to be taken in the event of an incident during the transportation of explosive products to be utilized by the Ministry Snow Avalanche Programs.

Should Ministry or Maintenance personnel encounter or be informed of a Ministry Snow Avalanche Programs explosives related incident the following actions should be taken:

IMMEDIATE ACTION

1. Close the affected section of highway and evacuate dwellings to a distance of 1500 meters.

2. Contact the Regional Communications Centre, identify the location of the incident. Request the Centre to initiate the Emergency Response Plan for Explosive Incidents on a Highway (ERPEIH), hereinafter the Plan.

3. If the vehicle transporting the explosive products was in a motor vehicle accident, ensure that occupants of the vehicle have been removed (providing no personal danger) from the hazard area and that first aid has been applied as required;

4. Do not fight a fire affecting the explosive cargo. Maintain evacuation distance of 1500 meters.

5. Ensure the security of the hazard area until the Accident Site Commander arrives and the Technical Advisor has been contacted. They will assess the situation and determine the most appropriate actions.

INITIAL RESPONSE

Should a Regional Communications Centre receive a call indicating a Ministry Snow Avalanche program related explosive spill on a highway the plan will be activated.

The Maintenance Contractor will initiate a road closure to seal off the hazard area at the request of one of the following personnel:

- District Highways Manager
- Ministry Avalanche Technician
- Ministry Area Manager

The initial response of the Regional Communications Centre is to:

1. Fill out the preliminary accident particulars page of the ERPEIH.
2. The Response Leader:
   a) District Highways Manager
   b) Acting District Highways Manager or designate
3. The Technical Advisor - starting at the top of the list, contact one of the following:
   a) Local District/Snow Avalanche Technician
   b) Local Assistant Avalanche Technician
   c) Manager, Snow Avalanche programs, J.D. Bennetto (387-6931)
   d) Senior Avalanche Officer, M.L. Boissonneault (pager #)
4. The RCMP.
5. The Canadian Forces Base, Chilliwack - Explosive Ordnance Disposal Team for **ARTILLERY ORDNANCE SPILLS ONLY** and **ONLY AT THE SPECIFIC REQUEST OF THE TECHNICAL ADVISOR (858-1310)**;
6. The Manager, Snow Avalanche Programs (if not already contacted).

RESPONSIBILITIES

1. **Regional Communications Centre**

   - Receives the emergency call and activates the Plan. This involves gathering information to fill out the accident particulars page and to relay this information to personnel/agencies on the Initial Response list.
   - Assists the Response Leader, Accident Site Commander and Technical Advisor as requested with necessary communications in order to safely and efficiently close, clean-up and re-open the affected portion of highway.
   - Refers any questions from the media to the designated official Ministry Spokesperson as determined by the District.

2. **District Highways Manager**

The District Highways Manager or designate will perform duties as the Response Leader.

- Instructs any available personnel at the accident site to stop traffic and to evacuate all personnel to a distance of 1500 meters from the explosive spill area.

- Contacts and relays preliminary accident particulars to the Accident Site Commander (one of the following):

  a) Ministry Area Manager (responsible for the affected section of highway)
  b) Local Maintenance Contractor Foreman

- Contacts and relays preliminary accident particulars to the following agencies/personnel in the following order:

  a) The nearest ambulance service if there are injuries involved in the incident
  b) The nearest fire department if there is fire involved in the incident
  c) Canutec (Ottawa): Call collect - (613) 996-6666
  d) Provincial Emergency Programs
  e) The Manager, Health and Safety Programs, B. Marsh (387-7812)

- Reassesses road closure status and locations at the recommendations of the Accident Site Commander and/or Technical Advisor.

- Oversees and coordinates the Plan from the time of involvement to its final completion.

- Liaises closely with the Accident Site Commander, Technical Advisor and Regional Communications Centre to stay abreast of developments at the accident site and to exchange necessary information.

- Controls radio communications; ensures only essential and necessary utilization of the radio air waves.

- Acts as or designates an official Ministry Spokesperson to respond to any questions from the media.

3. **Ministry Area Manager or Maintenance Contractor Foreman**

The Ministry Area Manager or the Maintenance Contractor Foreman will perform duties as the Accident Site Commander.

- Travels to the accident site without delay. En route establishes contact with the Technical Advisor.

- Is responsible for the safety of all personnel at the accident site and to effectively coordinate activities at the accident site.

- Makes a rapid initial assessment of the accident site and determines appropriate evacuation distance subject to recommendations from the Technical Advisor.

- Ensures that Traffic Control Personnel are in appropriate road closure locations to prevent unauthorized vehicles from entering the hazard area.

- If necessary, makes recommendations to fire fighting crews after consultation with Technical Advisor regarding fire fighting options.

- Ensures that spilled explosive material is handled ONLY at the discretion of and under the direct supervision of the Technical Advisor.

- Arranges for transportation of explosive cargo from the accident site in an alternate vehicle if feasible.

- Supervises clean-up of the accident site following recommendations from the Technical Advisor.

- Supervises re-opening the road.

4. District Avalanche Technician

The District Avalanche Technician or designate will perform duties as the Technical Advisor.

- Travels to the accident site without delay.

- Assesses explosive division type(s), quantity and conditions at the accident site in order to determine minimum evacuation distance.

- For **ARTILLERY ORDNANCE SPILLS ONLY** requests that the Regional Communications Centre contacts and relays preliminary accident particulars to the Canadian Forces Base, Chilliwack - Explosive Ordnance Disposal Team.

- Advises the Accident Site Commander of the most appropriate actions to ensure safety of all personnel involved.

- Confirms with Regional Communications Centre and Response Leader that key Ministry, Maintenance Contractor personnel and outside agencies have been notified and dispatched to the accident site as necessary.

- Liaises closely with the Accident Site Commander (and outside agencies at the accident site, i.e.: RCMP, PEP) to ensure that all decisions made reflect the utmost concern for safety of involved personnel.

- Determines the most appropriate method for clean-up of spilled explosive products.

- Determines feasibility of transferring spilled explosive products from the accident site in an alternate vehicle to an appropriate location.

- Ensures that essential personnel only are involved in the transfer and clean-up of spilled explosive products in order to minimize risk.

- Ensures that the area has been thoroughly searched to confirm that all spilled explosive materials have been removed prior to re-opening the highway.

- Advises the District Highways Manager when it is safe to re-open the road.

5. Maintenance Contractor

- Provides personnel who have been trained in accordance with existing regulations for the Transportation of Dangerous Goods, material identification and risk assessment.

- Provides sweeps between road closure locations, provide traffic control personnel and makes all arrangements to maintain the road closure.

- Cooperatively responds to all directions from the Accident Site Commander.

- Supplies and transports to the accident site all necessary materials and equipment required for clean-up at the accident site.

- Assists as requested by the Accident Site Commander to participate in the explosive materials clean-up and transfer as necessary.

10. FLOODS

INTRODUCTION

An "unpredictable flood" is a flood which occurs after a short period of notice of conditions (hours to one day).

A "predictable flood" is a flood which follows days or weeks of warnings, or has been anticipated through monitoring of snow packs and flood gauges.

Minor Floods

Minor flood events are those which occur as a result of increased snowmelt runoff, precipitation or accidental blockage of drainage systems which create a localized overflow with minor impact to property, the public, and/or the environment. Minor flood events are readily managed by regional, local authorities or provincial agencies.

Major Floods

Major flood events are those that severely threaten people, property and/or the environment and that necessitate a coordinated, multi-agency response to manage the response operations. A major flood may be a single, localized event or several occurrences throughout a single flood sector or throughout the province which tax flood response resources.

A. FLOODS - UNPREDICTABLE (MINOR)

IMMEDIATE ACTION

1. Once informed of a flood, the Provincial Emergency Program (PEP), British Columbia Ministry of Environment (BCE) and/or Ministry of Transportation and Highways (MOTH) will assess the situation and determine the level of response.

2. If highways and bridges are not affected,

   - PEP and BCE will coordinate minor flood response activities in areas of provincial jurisdiction.

   - MOTH will assist if requested.

If highways and bridges are affected,

- The District Highway Manager and the Area Manager will take the following steps:

  - Contact the police, PEP, the fire department and the Regional Communications Centre;
  - Coordinate the Maintenance Contractor's response in accordance with the maintenance standard for flood control and washout response;
  - Deploy equipment for civilian evacuation if necessary;
  - Advise Ferry Operators if applicable.

REPORTING SEQUENCE

The public, police, or PEP inform the District Highways Office of a flood.

The District Highways Office contacts the District Highway Manager, the Maintenance Contractor and the Area Manager.

The District Highway Manager contacts the Regional Manager, Operations, the Sector Commander, the Regional Communications Centre and PEP.

If the Maintenance Contractor is informed of the flood first, they should contact the Area Manager who contacts the District Highways Manager.

RESPONSIBILITIES

As per the Province of British Columbia Flood Plan, published by PEP, as amended.

B. FLOODS - UNPREDICTABLE (MAJOR)

IMMEDIATE ACTION

Should the site evaluation by PEP, BCE and/or MOTH indicate a major event, the following actions are taken in accordance with the British Columbia Flood Plan:

1. PEP is notified and the situation reported to the Directors of PEP, MOTH and BCE.

2. The Central Coordinating Group (CCG) meets to invoke a provincial response and issue directives to affected Sector Commanders. PEP, Emergency Coordination Centre (ECC) will notify affected agencies.

3. The Sector Commander notifies sector response personnel. The Provincial Emergency Coordination Centre (PECC) may be established.

4. The Provincial Field Response Centre (PFRC) is established, implementing flood directives issued by the Sector Commander.

REPORTING SEQUENCE

See section A - Minor Unpredictable Floods.

RESPONSIBILITIES

As per the Province of British Columbia Flood Plan, published by PEP, as amended.

C. FLOODS - PREDICTABLE

IMMEDIATE ACTION

Water Management Division (WMD) will maintain a system of monitoring potential flood situations, and will notify Regional BCE and PEP who will notify affected agencies. If a major event is indicated, PEP ECC is notified and the situation reported to the directors of PEP, MOTH and BCE.

The Sector Commander activates the flood emergency plans. The PFRC may be established at this time.

Ferry Operators are notified of expected volumes/debris expected.

The District Highways Managers and the Area Managers coordinate the activities of the Maintenance Contractor and other resources according to the procedures outlined in the British Columbia Flood Plan.

REPORTING SEQUENCE

See Section A - Minor Unpredictable Floods.

RESPONSIBILITIES

As per the Province of British Columbia Flood Plan, published by PEP, as amended.

11. FOREIGN ANIMAL DISEASE

INTRODUCTION

Foreign animal diseases affect domesticated animals and are not indigenous to Canada. Most are highly virulent and crippling, both to the infected animals as well as to the local and national economies. The most damaging and virulent livestock disease to threaten British Columbia is Foot and Mouth Disease (FMD). The incubation period of FMD virus is three to eight days. Infected animals can transmit the disease several days before the symptoms of the virus become apparent. The FMD is not a pathogen of man. In fact, in a number of countries in the world, people regularly ingest infected foodstuffs with no ill effects. However, the virus can cripple livestock and agriculture production as well as devastate export markets. This is the threat to which this Plan responds. In the Fraser Valley alone, there are approximately 6,000 farms and 200,000 head of cattle. A large outbreak could easily cost 10 billion dollars in lost goods and stock and temporary export restrictions, etc.

IMMEDIATE ACTION

1. Upon being alerted by BC RAT (Regional Alert Team) via PEP, the Ministry Coordinator (as designated by the Ministry) advises all Regional Directors and Executive. The Coordinator also alerts a preselected headquarters Financial Officer to begin to coordinate costing and accounting, both for facilitation of the costing process and for isolating the costs for eventual charge back.

2. The Regional Director instructs the Regional Manager, Operations to inform the central and all surrounding District Highways Managers (DHM) who subsequently notify Maintenance Contractors and Area Managers.

3. The Regional Manager, Operations instructs the nearest Regional Communications Centre to go 24/7 if not already 24/7 (24 hours, 7 days per week).

4. The Regional Director initiates appropriate public information regarding highway closures, etc., via the Joint Emergency Operations Centre (JEOC).

REPORTING SEQUENCE

BC RAT alerts PEP of the presence of a foreign animal disease.

PEP notifies the Ministry Coordinator, who in turn advises all Regional Directors and Executive.

The Regional Director contacts the Regional Manager, Operations, who informs the Maintenance Contractors, District Highways Managers (DHM) and Area Managers.

RESPONSIBILITIES

1. Regional Manager, Operations

   - Communicates needs to appropriate DHMs for mobilization of Contractor's staff and equipment under Emergency Work provisions of the contract.
   - Communicates to local DHMs quarantine areas as directed by Agriculture Canada, District Veterinarian.
   - Initiates full Regional Communications Centre operation (24 hours per day, seven days per week) and ensures ongoing radio system support.

2. District Highways Manager

   - Communicates the need to mobilize the Maintenance Contractor (and other Traffic Control Contractors as may be required) for standby and direction to closure and opening portable Cleaning and Disinfection (C&D) areas (supplied by Agriculture Canada) upon advice from Agriculture Canada, District Veterinarian.
   - Communicates directly with the Regional Manager, Operations as to equipment, signage, closures and other requirements.
   - Maps out, establishes and maintains the quarantine zones as required by the District Veterinarian.
   - Staffs C&D stations (Area Managers) to coordinate signage, traffic control utilizing Contractor forces as needed and to patrol "remaining roads" to maintain integrity of the quarantine. Potentially 5 or more static C&D stations for each quarantine zone. (Additional area managers to be imported from other Districts and/or Regions.)

3. Area Manager

   - Coordinates installation of road barriers, information signage and static Cleaning and Disinfection (C&D) stations.

General Responsibilities:

The Ministry is responsible for the transportation component of the response plan and as such is responsible for coordinating the establishment of quarantine zone perimeters and static Cleaning and Disinfection stations, as well as ensuring they remain operative. These circumstances will be resolved in consultation with Agriculture Canada, and PEP.

Under the Federal Plan, the Departmental Response Centres (CELLs) must be operational within 12 hours of plan implementation and would be centered at the Provincial Communications Centre, as a stand alone function staffed full-time 24/7 using Regional Communications Centre staff and/or import staff from other Communication Centres as needed and available. The CELLs receive and act on response requests from the Joint Emergency Operations Centre (JEOC), District Outbreak Management Centre (DOMC) and field units (area managers and DHMs). Import DHMs as required to staff as duty officers at DOMCs. The Ministry is responsible for signage, some of which will be specialized. Signs shall be stored at Langley stores, Kamloops, Prince George, Nelson and Terrace for rapid mobilization. The Senior Traffic Engineer is responsible for designing and ordering the required signage.

DOMC's may be established in the following areas:

South Coast Region - Abbotsford
Vancouver Island Region - Nanaimo, Victoria
Thompson Okanagan Region - Kamloops, Penticton, Osoyoos
Kootenays Region - Nelson, Creston
Central Northeast Region - Dawson Creek, Prince George, Williams Lake
Northwest Region - Smithers

12. FOREST FIRES

(Including grass fires)

INTRODUCTION

This Ministry's responsibility is to protect the traveling public and keep roads and bridges safe and serviceable, and to provide standby support and assistance as requested by the Ministry of Forests.

The Ministry of Forests is responsible for overall forest fire emergency coordination, and would be responsible to contact other affected agencies such as BC. Hydro, Telephone, Railways, Municipalities, etc.

If advised by the Ministry of Forests of potential hazard to a highway or bridge, or of current hazard/danger to motorists due to fire/smoke, then see applicable sections following.

IMMEDIATE ACTION

1. If fire is reported by others or is personally observed then contact the Ministry of Forests emergency operations centre as follows:

   - call operator and ask for Zenith-5555
   - or report the fire to your local district Ministry of Forests office.

2. Ministry of Forests, other agencies or Ministry staff should contact the Provincial Communications Centre in Burnaby (24 hours per day) prior to other contacts, especially after normal office hours. All internal MOTH communications can be coordinated from that centre. Call "BURNABY 1" on the radio, or 660-9740.

REPORTING SEQUENCE

The Ministry of Forests contacts the Provincial Communications Centre in Burnaby.

The District Highways Manager contacts the Area Manager and the Road and Bridge Maintenance Contractor.

RESPONSIBILITIES

1. **District Highways Manager**

   a) Contacts the following:

   - Ministry of Forests emergency operations centre or district officials, if the report did not come from the Ministry.

   - Road and Bridge Maintenance Contractor authorizing road closure and requesting immediate mobilization if there is current hazard/danger to motorists. If there is merely potential hazard then advise of availability and preparedness. The Contractor is to work closely with the Area Manager(s).

   - Area Manager(s) to maintain communications with the Contractor at all times, to relay information to and from the District Highways Manger and to mobilize to the site.

   - Local RCMP if road closure is authorized.

   - Regional Communications Centre (MOTH) if road closure was imposed.

   b) Discusses and determines the following:

   - Whether direction/supervision of resources will be needed (from Ministry of Forests) and whether this can be provided by the Area Manager(s) or the Road and Bridge Maintenance Contractor.

   - Needed resources versus sacrifices to be made in road and bridge maintenance, if any.

   - Method and rates of payment to the Road and Bridge Maintenance Contractor. If standby is required then it will also be paid for.

   - Whether hired equipment acquisition is needed and whether this is to be made by the Ministry or the Contractor.

2. **Area Manager Roads and/or Bridges**

   - Assists the District Highways Manager with contacts as requested.

   - Confirms Road and Bridge Contractor availability and mobilization where necessary, and also confirms resources allocated (manpower, equipment and supervision).

   - Confirms any road and bridge maintenance interruptions due to these operations.

   - Ensures Contractor compliance with requests from the Ministry of Transportation and Highways, and from the Ministry of Forests.

   - Maintains communications liaison from and to the District Highways Manager and the Contractor at all times.

- Mobilizes to the site and directs/monitors operations as directed by the District Highways Manager.

- Maintains contact with the Ministry of Forests.

3. Regional Communications Centre (MOTH)
...if road closure...

a) Confirm contact with:

- Ministry of Forests emergency centre

- District Highways Manager

- police

- PEP.

b) Contacts:

- the Regional Manager, Operations (or the Regional Director if unavailable)

- adjacent District Highways offices (if route-numbered highway)

- the Ministry executive (if route-numbered highway)

- the Public Information Officer

- the media (if route-numbered highway)

- updates Road Information System.

13. HURRICANES AND TORNADOES

INTRODUCTION

Hurricanes and tornadoes are tropical storms characterized by high velocity winds and often accompanied by rain, thunder and lightening.

IMMEDIATE ACTION

After being informed of a tornado or hurricane by the District Highways Manager, the Contractor and the Area Manager take the following steps:

1. Patrol for damage.
2. Initiate closures where required with the District Highways Manager's authorization.
3. Contact Provincial Emergency Program (PEP), the police, and the fire department.
4. Follow the coordination directions of PEP.
5. Contact the Regional Communications Centre.
6. Establish detours, restore access.
7. If necessary, deploy equipment for civilian evacuation at the direction of PEP.

REPORTING SEQUENCE

The District Highways Office is informed of a tornado or hurricane by PEP.

The District Highways Manager contacts the Contractor and the Area Manager.

The Contractor and the Area Manager contact:

- PEP
- the police and fire department
- the Regional Communications Centre.

RESPONSIBILITIES

1. **Contractor**

   - Mobilizes patrols in accordance with the Maintenance Standard for "Highway Patrol".
   - Establishes watches at sensitive sites.
   - Initiates closures where required with the authorization of the District Highways Manager or their designate.
   - Contacts:
     - the police
     - the fire department, if required.
   - Reports changing conditions to the Regional Communications Centre and the District Highways Manager.
   - Establishes detours where required.
   - Under the guidance of the Provincial Field Response Centre deploys crews and equipment for evacuation purposes where access has been restored.

2. **Area Manager**

   - Confirms the immediate priorities for damage restoration with the Contractor. Communicates this information to the District Highways Manager.
   - Advises the District Highways Manager and the Regional Communications Centre of progress in access restoration and in evacuation procedures.

3. **District Highways Manager**

   - Assesses overall district-wide damage and resources needed to restore access.
   - Contacts the Provincial Field Response Centre - determines the Centre's immediate priorities.
   - Contacts the Contractor and the Area Manager.
   - Contacts the Regional Director or the Regional Manager, Operations by radio or telephone - establishes immediate priorities.
   - Initiates requests for outside assistance.

4. **Regional Communications Centre**

   - Confirms that contact has been made with the following:

- the District Highways Manager
- Provincial Field Response Centre.

- Contacts:

  - the Contractor and the Area Manager
  - the Regional Manager, Operations
  - the weather office
  - the Ministry executive
  - the Public Information Officer
  - the media.

- Changes message signs as required.

- Advises the public through the Road Report Network.

14. LANDSLIDES

INTRODUCTION

Landslides may occur when intense precipitation falls on weak soil. The soil density increases and, as the water flows downslope, soil fractures occur causing a slide. Landslides are also triggered by earthquakes or small earth tremors.

IMMEDIATE ACTION

After being contacted by the District Highways Office about a landslide, the Contractor is to mobilize to the site and take the following steps:

- damage assessment
- evacuate the site
- contact police/fire department
- seal off site
- report to District Highways Manager and the Regional Communications Centre
- restore road access.

REPORTING SEQUENCE

The public, police or Contractor's employee contacts the District Highways Office.

The District Highways Office contacts the Contractor and the Area Manager.

The Contractor mobilizes to the site.

RESPONSIBILITIES

1. **Contractor**

   - Mobilizes crews and equipment to the site.
   - Assesses the situation, evacuates the site, deals with injured.
   - Seals off the site; erects cones/barricades, and responds in accordance with the Maintenance Standard "Earth and Rockslide Response".
   - Contacts the Regional Communications Centre.
   - Contacts the police.

* The site is to be turned over to senior District management or Ministry specialists for further assessment and planning, access restoration and aerial reconnaissance.

2. **Area Manager**

   - Confirms the occurrence with the District Highways Manager and the Regional Communications Centre.
   - Advises the Regional Communications Centre of any closure and of progress in access restoration.
   - Ensures the Contractor responds in accordance with the Maintenance Standard "Earth and Rockslide Response".

3. **District Highways Manager**

   - Contacts the Contractor and the Area Manager.
   - Maintains contact with the Regional Communications Centre.
   - Authorizes closures where necessary.

4. **Regional Communications Centre**

   - Confirms that contact has been made with the District Highways Manager.
   - Contacts:
     - the Contractor and the Area Manager
     - the police
     - the Provincial Field Response Centre
     - appropriate regional officials - in the adjacent Highways District for connecting roads

- Regional Manager, Operations
- the Railways, if applicable
- the Public Information Officer
- the media.

- Changes message signs as required.

- Advises the public through the Road Report Network.

15. MARINE EMERGENCY

INTRODUCTION

A marine emergency is a disaster that endangers the lives of the passengers traveling on Ministry operated ferries.

The size of the emergency shall dictate the assignment of names to the various positions listed below. It is the responsibility of each Region and District to have names assigned for the various degrees of emergency.

IMMEDIATE ACTION

1. The Ferry Captain notifies the Marine Operations Manager and begins life saving operations if required.

2. The Marine Operations Manager notifies the District Highways Manager and the Regional Communications Centre.

3. The District Highways Manager initiates the appropriate response plan.

REPORTING SEQUENCE

The Site Commander reports details and recommendations to the Emergency Response Leader.

The Ministry Spokesperson reports to the Emergency Response Leader for information releases.

The Emergency Response Leader is in charge of the complete response effort.

RESPONSIBILITIES

1. **Emergency Response Leader**

   - Ensures a Site Commander is available and responding to the situation.
   - Approves the initiation of the appropriate response plan.
   - Ensures all others are aware of the plan and responding accordingly.
   - Prepares media and public statements for the Ministry Spokesperson.
   - Coordinates the efforts of the Site Commander and all other support staff as required.
   - Makes all decisions regarding closures and detours involved .
   - Approves the allocation of all resources as required by the Site Commander.
   - Ensures a proper accounting procedure is in place to document events.
   - Ensures enough resources are allocated towards dealing with the public.
   - Advises senior management of events as required.
   - Liaises with other organizations as required.
   - Conducts a post situation review with all relevant participants.
   - Is to be located in an area reachable by telephone, fax, radio or in person.

2. **Site Commander**

   - Assesses size and scope of situation.
   - Reports details to the Emergency Response Leader with recommendations.
   - Obtains approval to initiate specific response plan.
   - Coordinates and supervises all on site resources as required.
   - Requests additional resources as required.
   - Is familiar with the response plan and who is responsible for the various items.
   - Keeps detailed notes as the response plan is implemented.
   - Ensures traffic control, if required, is being performed properly.
   - Ensures Road and Bridge Contractor is fulfilling their obligations.
   - Is familiar with all safety procedures and ensures they are being adhered to.

- Is prepared to participate in a post situation review.

3. **Ministry Spokesperson**

   - Obtains briefings and updates as required or available from the Emergency Response Leader ONLY unless directed to do otherwise by the Emergency Response Leader.
   - Prepares and distributes information releases for the media, Regional Communications Centre, and support staff who deal with the public.
   - Is prepared to answer inquiries from the public and be interviewed by the media.
   - Ensures consistent, timely, and accurate information is relayed to all groups.

4. **Regional Communications Centre**

   - Follows the approved response plan and contact lists .
   - Releases information as directed by the Ministry Spokesperson.
   - Relays requests and information as requested by the situation participants.
   - Keeps accurate records of the events as they are unfolding.

5. **Support Staff**

   A. Public Information Officer

   - Prepares information releases as requested by the Emergency Response Leader.
   - Organizes interviews as required.
   - Helps coordinate responses to ensure everyone is receiving accurate, consistent information.
   - Is prepared to assume the role of Ministry Spokesperson upon request.
   - Ensures an up to date media contact list is available.

   B. Receptionist

   - Is familiar with the participants in the response plan and their roles.
   - Is prepared to give accurate information (obtained from the Ministry Spokesperson) to the public upon request.

C. Area Manager

- Is familiar with the response plan and prepared to assume other roles if required.

D. Regional Technical Support

- Is familiar with the response plan and the various roles.
- Provides expert technical information and recommendations to the Emergency Response Leader.
- Is prepared to act as Site Commander if requested.

E. Hired Equipment Clerk

- Is familiar with and has at their disposal up to date equipment lists and procedures.
- Is aware of who has authority to hire equipment for each plan.

F. Office Manager

- Ensures all personnel under their supervision understand their roles within the response plan.
- Is prepared to have alternate personnel for each task if required.
- Ensures efficient tracking and recording procedures are established for all paperwork.

6. Physical Resources

A. Road and Bridge Maintenance Contractors

- Are prepared to respond according to the Maintenance Contract inclusive of effective traffic control.

B. Materials

- The District should have an up to date list of Ministry materials available and included with the response plan.

16. MEDIA EMERGENCY COMMUNICATIONS PLAN

INTRODUCTION

An emergency is an unexpected event that strains services, creates significant public concern, threatens the safety or the health of people and requires an immediate and coordinated response from the Ministry.

Emergencies create enormous demands for information by the general public and the media. An emergency communications plan lessens the degree of confusion that may accompany an emergency and makes it possible to deliver vital information to the public in the shortest possible time.

The effectiveness of any emergency communications plan depends on the ability of the Ministry to convey accurate, consistent information to the public without delay.

Emergencies disrupt normal communications plans and practices and at the same time create extraordinary demands for information. This emergency communications plan will guide the Ministry in preparing to provide accurate and timely information as needed during an emergency involving the transportation systems of British Columbia.

The sort of emergency this plan is intended to address includes road closures as a result of flooding, earthquake, landslide, snow avalanche, act of terrorism or major vehicle accident.

There are differing levels of emergency, all requiring prompt communication measures. At one end of the spectrum of possible incidents is a road closure of a few hours duration caused by a snow avalanche, and at the other a prolonged road closure caused by flooding or washout. It requires a subjective evaluation to determine where, between these two extremes an incident becomes an emergency, but for purposes of planning and preparation, the level of emergency is differentiated by the degree of demand for information about it.

By this definition there are three levels of emergency. An example of a Level I emergency is a road closure of local concern that involves a secondary highway. Such an incident would not normally attract the attention of major media, and information needs would be limited to the demands of local print and radio outlets. In unusual circumstances, or if such an event were quite prolonged, it might become a Level II emergency.

A Level II emergency is one that involves prolonged closure of a major bridge or highway causing considerable inconvenience to travelers. The demand for information by the public

at large and by the media would be considerable and the incident would attract the interest of major media outlets.

A Level III emergency is an emergency or catastrophe that threatens public health and safety and involves other provincial agencies such as the Provincial Emergency Program (PEP) or the Ministry of Social Services. When such an emergency is declared, it is beyond the capacity of the resources of the Ministry of Transportation and Highways to deal with the information needs because of the number of agencies involved. In such circumstances Government Communications in consultation with the Ministry Public Affairs Branch will assume control of the communications needs of the emergency pursuant to their government-wide emergency communications plan.

This plan describes the actions to be taken to deal with Level I and Level II emergencies by the Ministry of Transportation and Highways. Its purpose is to describe procedures and a framework for the dissemination of consistent, accurate and prompt information as needed in the event of an emergency. It states the policies, assumptions and processes necessary to accomplish this objective.

Guiding Principles

This plan assumes that:

1. Normal public affairs plans will not be useful in the event of an emergency;
2. The public and media relations function is an essential component of the Ministry's response to an emergency, and
3. An emergency communications plan will allow the Ministry's public affairs function to operate effectively in an emergency.

Planning Assumptions

1. That emergencies will occur without warning.
2. That such emergencies will cause confusion and concern and create an intense demand for information.
3. That much of the information that will be required in the event of an emergency can be anticipated.
4. That a major emergency will attract significant media attention, causing even more strain on facilities and operations.
5. That prompt release of useful, accurate and consistent information in the event of an emergency will save lives and reduce suffering, concern and inconvenience.
6. That Public Affairs Branch is the logical Ministry body to coordinate emergency information operations.
7. That all Ministry Public Information Officers will be available for emergency communications assignments.

Concept of Operations

The Emergency Response Plan of the Ministry provides for procedures for probable emergencies, but does not make provision for emergency communications. In the event of an emergency, the on-site duty manager identified in the Emergency Response Plan will contact the Regional PIO, or in their absence, the Regional Manager Finance and Administration who will begin executing the emergency communications plan.

The Regional PIO/Regional Manager, F&A will assess the situation and recommend an emergency communications program to the Public Affairs Branch.

Because each emergency is different and the communications needs of each will vary, a degree of judgment is required both as to what constitutes an emergency, and what the communications needs are. All road closures are routinely communicated to Public Affairs, but not all require emergency treatment. The PIO should make this judgment in consultation with Public Affairs Branch.

A single information source will be identified. In most cases this will be the PIO, but may instead be the Media Relations Officer, Regional Director, Regional Manager, Operations, District Highways Manager or other technical authority. The selection of the designated information source will be made by the PIO in consultation with the on-site duty manager and the Public Affairs Branch.

If the local PIO is not available, the Public Affairs Branch may require another PIO to handle the emergency, and may be required to travel to the scene depending on the nature of the emergency.

If the information demands of the emergency are of a 24-hour nature, other staff will be assigned to cover round-the-clock shifts as required. Similarly, if the information demands exceed the capabilities of one PIO on each shift, others will be assigned.

IMMEDIATE ACTION

A. Level I Emergency:

The on-site duty manager establishes contact with the PIO who then advises Public Branch that an emergency exists. Level of emergency is assessed, PIO contacts Public Affairs Branch and media contact is identified.

The Regional Communications Centre maintains contact with the Provincial Communications Centre as usual, but refers media and public inquiries to PIO. (Hereinafter the term PIO is used to describe the media contact who may be the regional PIO or a designate.)

PIO uses emergency fax list and advises media of emergency and status and of when and how often updates will be provided.

Copies of updates are to be faxed to Public Affairs Branch which in turn will advise senior Ministry personnel and Minister.

PIO prepares a regional information update in consultation with on-site duty manager outlining the cause and time of emergency and the prognosis. Update should include when

the next update is expected. This is to be faxed to regional media outlets on both sides of the closure.

If an emergency affects another Region, the PIO will liaise with the PIO in the other Region. Only one will be the designated media contact.

The Provincial Communications Centre will provide Emergency Report updates as usual through the Wang Office mail system.

This process will continue for the duration of the emergency. The PIO and Public Affairs Branch will assess information needs twice daily and upgrade or downgrade emergency status as information needs dictate and Public Affairs Branch will update Government Communications daily.

B. Level II Emergency:

On-site duty manager establishes contact with PIO who then advises immediately the Public Affairs Branch that an emergency exists. Level of emergency is assessed, PIO contacts Public Affairs Branch and media contact is identified.

If in consultation with the on-site duty manager and the Public Affairs Branch it is agreed that a Level II emergency exists, the involvement in the information process of the media relations officer is required because of the need to deal with major media. Similarly, if a Level II emergency involves more than one Region, the Media Relations Officer will coordinate information and will usually be the designated media contact.

The Regional Communications Centre maintains contact with the Provincial Communications Centre as usual, but refers media and public inquiries to media contact.

PIO uses emergency fax list and advises media of emergency and status, and of when and how often updates will be provided.

Copies of updates are to be provided to Public Affairs Branch and to Media Relations Officer, Burnaby. The Public Affairs Branch will advise senior Ministry personnel and the Minister.

PIO prepares an information update in consultation with on-site duty manager outlining the cause and time of emergency and the prognosis. Update should include when the next update is expected. This is to be faxed to regional media on both sides of the closure and to major media.

The Provincial Communications Centre will provide Emergency Report updates as usual through the Wang Office mail system.

This process will continue for the duration of the emergency. The PIO and Public Affairs Branch will assess information needs twice daily and upgrade or downgrade emergency status as information needs demand.

C. Level III Emergency:

A Level III Emergency will arise in one of two ways. Either it will happen spontaneously, or will be the result of escalation of a Level II Emergency.

In the former case Government Communications in consultation with the Public Affairs Branch of the Ministry will assume responsibility for the communications function, and while MOTH PIOs may be called upon to assist as described under the Provincial Emergency Communications Plan, Ministry resources as described in this plan will not be called for.

In the second circumstance, when assessment of the emergency determines that a Level III state exists, Public Affairs Branch will contact Government Communications and request their involvement. Public Affairs Branch will have had ongoing contact with Government Communications during the Level II emergency, so Government Communications will be ready to render assistance as required, and may in fact intervene if they feel that a Level III state has already been reached.

D. Ferry Emergency

Loss of Life or Serious Damage and Injury.

The loss of life or serious damage and injury are automatically of provincial interest to the public and particularly the media. In order to handle the inquiries and assist the provincial media do their job in an orderly and non-disruptive manner, it is requested that the Captain directly advise the Regional Director, who, in turn, will advise ADM Highways Operations.

The Public Affairs Director will be despatched immediately to the scene to co-ordinate the communication function. Between the ADM, the Regional Director and the Public Affairs Director, a spokesperson will be decided upon and throughout the event, all information out will be funneled through that person.

All Other Emergencies not Listed Above.

In all other cases, notification is from the Captain, to the District Marine Manager to the District Highways Manager who becomes the designated spokesperson. It is important to note that the District Marine Manager has a responsibility to report to the Regional Director and the Public Information Officer.

While the DHM is the designated spokesperson, every assistance should be given in this duty by the PIO, who will assist the local media in gathering news of the event.

REPORTING SEQUENCE

The on-site duty manager establishes contact with the PIO who then advises Public Branch that an emergency exists. Level of emergency is assessed, PIO contacts Public Affairs Branch and media contact is identified. Public Affairs Branch notifies Government Communications of emergency and provides name of media contact.

Emergency Contacts:

Minister's Office	387-1978 356-2290 FAX
Public Affairs Branch	387-3198 356-7706 FAX
Government Communications	387-1337 387-3534 FAX
South Coast Region Media Relations Officer	660-3889 660-8817 FAX
Provincial Communications Centre	660-9770 660-9470 FAX
Thompson Okanagan Region Public Information Officer	828-4260 828-4229 FAX
Kootenays Region Public Information Officer	354-6301 354-6691 FAX
Central/North East Region Public Information Officer	565-6491 565-6065 FAX
North West Region Public Information Officer	638-3577 638-3441 FAX
Vancouver Island Region Public Information Officer	390-6100 390-6111 FAX

17. SPACE JUNK

INTRODUCTION

"Space junk" is any material (e.g. a satellite) which has re-entered the earth's atmosphere from orbit, and crashed on earth.

Six provincial ministries and the federal government are involved in preparedness and response. The function of the Ministry of Transportation and Highways is:

- to arrange transportation in the event of evacuation, and to transport material and equipment required for space junk recovery
- to ensure road closures
- in conjunction with Provincial Emergency Program (PEP) Headquarters Communications Officer, to assist in providing radio communications throughout the Province
- to provide a liaison officer on a 24-hour basis to the Provincial Emergency Operations Centre.

IMMEDIATE ACTION

* In most cases, the Ministry will have received advance warning of a downed satellite from PEP.

1. The Contractor and/or employee on scene is to keep him/herself and others as far away as possible from the debris.

2. The Contractor is to seal off and protect the site; install cones and barricades, and establish detours.

3. The Regional Communications Centre is to contact the Contractor and the Area Manager, the police, PEP, the fire department, and the ambulance if necessary.

** Space junk should be treated as radioactive until determined otherwise.

REPORTING SEQUENCE

The Contractor is to contact the Supervisor and the Area Manager.

The Area Manager is to contact the District Highways Manager and the Regional Communications Centre.

All public information bulletins and media releases are to be coordinated through the PEP Emergency Operations Centre.

RESPONSIBILITIES

1. Contractor and/or Employee on Scene

   - Keeps themselves and others as far away as possible from the debris.
   - Seals off and protect the site; installs cones/barricades.
   - Establishes detours.
   - Follows the directions of the Area Manager and of PEP officials.

2. Area Manager

   - Liaises with response organizations (PEP, fire department).
   - Advises the District Highways Manager of progress in access restoration.

3. District Highways Manager

   - Maintains contact with the Contractor and the Area Manager.
   - Authorizes road closure, if necessary.
   - Advises the Regional Communications Centre of progress in access restoration.

4. Regional Communications Centre

   - Contacts:
     - the Contractor and the Area Manager
     - the police
     - PEP
     - the fire department
     - the ambulance, if necessary
     - the Regional Manager, Operations
     - the Public Information Officer.
   - Updates Road Report Information Systems.

18. TUNNEL CLOSURES (EXCEPT MASSEY TUNNEL & CASSIAR CONNECTOR) *

INTRODUCTION

Tunnel closures result from incidents in the tunnel or at the tunnel portal(s) which prevent the passage of traffic.

IMMEDIATE ACTION

1. The public or police advise the District Highways Manager of a situation requiring immediate tunnel closure.

2. The District Highways Manager informs the Contractor and the Area Manager.

3. The Contractor mobilizes to the site and takes the following steps:

   - tunnel closure
   - damage assessment
   - evacuate the site
   - contact the police and District Highways Manager
   - restore access, and proceed in accordance with the maintenance standard "Highway Accident Response".

* Both the Cassiar Connector and the Massey Tunnel have their own response plan. In the event of an emergency situation, contact:

Cassiar Connector:
Capilano Highway Services — Tunnel Operator phone 291-2271

Massey Tunnel:
Main Road Contractor — Tunnel Operator phone 271-0337

REPORTING SEQUENCE

Upon learning of a situation requiring an immediate tunnel closure, the District Highways Manager informs the Contractor, the Area Manager and the Regional Communications Centre.

RESPONSIBILITIES

1. Contractor

   - Mobilizes to the site.
   - Erects cones/barricades signifying tunnel closure.
   - If a chemical spill is involved, ascertain the nature of the spill and advise contacts.
   - Checks for injuries in the tunnel.
   - Contacts:
     - the police
     - the fire department/ambulance
     - the District Highways Manager
   - Clears the tunnel of people and vehicles.
   - Responds in accordance with the maintenance standard "Highway Accident response".
   - Reports the initial conditions to the Area Manager.

- After initial emergency response, site control is to be turned over to the District Highways Manager, Area Manager and/or the Regional Bridge Maintenance and Works Engineer for further assessment.

2. Area Manager

   - Mobilizes to the site.
   - Confirms the occurrence with the District Highways Manager and the Regional Communications Centre.
   - Advises the District Highways Manager of any progress in access restoration.
   - Ensures the Contractor response in accordance with the maintenance standard "Highway Accident Response".

3. **District Highways Manager**

- Contacts:
  - the Contractor and the Area Manager
  - the Regional Communications Centre.
- Advises the Regional Communications Centre of any developments.

4. **Regional Communications Centre**

- Contacts:
  - the Contractor and/or the Area Manager
  - the District Highways Manager
  - the police
  - PEP if dangerous goods are involved
  - Regional Manager, Operations
  - Public Information Officer
  - the Ministry executive
  - the media regarding closures.
- Changes message signs.
- Advises public through the Road Report Network.

19. VOLCANIC ERUPTION

INTRODUCTION

This chapter covers an eruption of any volcano which effects the Ministry infrastructure and endangers lives or affects the traveling public.

The size of the emergency shall dictate the assignment of names to the various positions listed below. It is the responsibility of each Region and District to have names assigned for the various degrees of emergency.

IMMEDIATE ACTION

1. The District Highways Manager (if notified by Provincial Emergency Program (PEP)), notifies:

   - Regional Communications Centre
   - Area Managers
   - Regional Manager and Director
   - Pacific Geoscience Centre.

2. The Regional Communications Centre follows appropriate contact lists.

3. The Area Manager notifies the Maintenance Contractor.

REPORTING SEQUENCE

The Site Commander reports details and recommendations to the Emergency Response Leader.

The Ministry Spokesperson reports to the Emergency Response Leader for information releases.

The Emergency Response Leader is in charge of the complete response effort.

Note: As this emergency involves many other agencies the above chain of command applies to the part of the emergency which directly affects the Ministry infrastructure.

RESPONSIBILITIES

1. **Emergency Response Leader**

   - Ensures a Site Commander is available and responding to the situation.
   - Approves the initiation of the appropriate response plan.
   - Ensures all others are aware of the plan and are responding accordingly.
   - Prepares media and public statements for the Ministry Spokesperson.
   - Coordinates the efforts of the Site Commander and all other support staff as required.
   - Makes all decisions regarding closures and detours involved.
   - Approves the allocation of all resources as required by the Site Commander.
   - Ensures a proper accounting procedure is in place to document events.
   - Ensures enough resources are allocated to deal with the public.
   - Advises senior management of events as required.
   - Liaises with other organizations as required.
   - Conducts a post situation review with all relevant participants.
   - Is to be located in an area reachable by telephone, fax, radio or in person.

2. **Site Commander**

   - Assesses size and scope of situation.
   - Reports details to the Emergency Response Leader with recommendations.
   - Obtains approval to initiate response plan.
   - Coordinates and supervises all on site resources as required.
   - Requests additional resources as required.
   - Is familiar with the response plan and who is responsible for the various items.
   - Keeps detailed notes as the response plan is implemented.
   - Ensures traffic control, if required, is being performed properly.
   - Ensures Road and Bridge Contractor is fulfilling their obligations.
   - Is familiar with all safety procedures and ensures they are being adhered to.

- Is prepared to participate in a post situation review.

3. **Ministry Spokesperson**

- Obtains briefings and updates as required or available from the Emergency Response Leader ONLY unless directed to do otherwise by the Emergency Response Leader.

- Prepares and distributes information releases for the media, Regional Communications Centre, and support staff who deal with the public.

- Is prepared to answer inquiries from the public and be interviewed by the media.

- Ensures consistent, timely, and accurate information is relayed to all groups.

3. **Regional Communications Centre**

- Follows the approved response plan and contact lists .

- Releases information as directed by the Ministry Spokesperson.

- Relays requests and information as requested by the situation participants.

- Keeps accurate records of the events as they are unfolding.

5. **Support Staff**

A. Public Information Officer

- Prepares information releases as requested by the Emergency Response Leader.

- Organizes interviews as required.

- Helps coordinate responses to ensure everyone is receiving accurate, consistent information.

- Is prepared to assume the role of Ministry Spokesperson upon request.

- Ensures an up to date media contact list is available.

B. Receptionist

- Is familiar with the participants in the response plan and their roles .

- Is prepared to give accurate information (obtained from the Ministry Spokesperson) to the public upon request.

C. Area Manager

- Is familiar with the response plan and prepared to assume other roles if required.

D. Regional Technical Support

- Is familiar with the response plan and the various roles.
- Provides expert technical information and recommendations to the Emergency Response Leader.
- Is prepared to act as Site Commander if requested.

E. Hired Equipment Clerk

- Should be familiar with and have at their disposal up to date equipment lists and procedures.
- Is aware of who has authority to hire equipment for each plan.

F. Office Manager

- Ensures all personnel under their supervision understand their roles within the response plan.
- Is prepared to have alternate personnel for each task if required.
- Ensures efficient tracking and recording procedures are established for all paperwork.

6. Physical Resources

A. Road and Bridge Maintenance Contractors

- Are prepared to respond according to the appropriate standard inclusive of effective traffic control.

B. Materials

- The District should have an up to date list of Ministry materials available and included with the response plan.
- Special filters may be required for vehicle operation due to volcanic ash in the atmosphere. Each district should designate a minimum number of vehicles which will be required and have a list of the material supplier and in areas which are prone to volcanic eruption ensure that the suppliers are aware of our requirements.
  Note: Air travel may not be possible at this time so do not rely on filters being flown in.

20. OTHER INCIDENTS

INTRODUCTION

The potential always exists for crises which involve, for example:

- shooting
- uprisings, riots
- terrorism
- warfare

REPORTING SEQUENCE

Contact the following as necessary:

- police
- fire department
- ambulance services
- PEP
- Regional Communications Centre.

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